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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2022/2023 (TERM 2210)

BMH2034 – MANAGING HUMAN RESOURCES

(All sections/Groups)

16 FEBRUARY 2023

2.30 PM – 4.30 PM

(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 2 pages.
2. Attempt **ALL** questions.
3. Please write all your answers in the Answer Booklet provided.

ANSWER ALL FOUR (4) QUESTIONS.**QUESTION 1**

A job description is a written statement of essential tasks, duties and responsibilities an employee actually needs to perform a job. Although there is no standard format for writing it, most job descriptions contain sections such as job identification. Prepare a sample form of a job description for the job "Marketing Manager".

[Total: 25 marks]

QUESTION 2

- a. List **THREE (3)** basic types of interviews.
(3 marks)
- b. Interview can be classified based on the "content" or the types of questions the interviewer asks. Explain the difference between situational interviews, behavioural interviews, job-related interviews, and stress interviews.
(12 marks)
- c. Explain **FIVE (5)** errors that can undermine an interview's usefulness.
(10 marks)

[Total: 25 marks]

QUESTION 3

- a. Appraisals by the immediate supervisor are still the heart of most appraisal processes. Getting a supervisor's appraisal is relatively straightforward and makes sense. The supervisor is usually in the best position to observe and evaluate the subordinate's performance and is responsible for that person's performance. However, relying only on supervisors' appraisals isn't advisable. For example, an employee's supervisor may not appreciate how customers and colleagues see the employee's performance. There is also always some danger of bias for or against the employee. If so, managers have several options about who should do the appraising.

Describe the **FIVE (5)** parties that can carry out performance appraisals.

(15 marks)

Continues....

- b. The equity theory of motivation postulates that people are motivated to maintain a balance between what they perceive as their contributions and their rewards. Equity theory states that if a person perceives an inequity, a tension or drive will develop that motivates him or her to reduce the tension and perceived inequity. Managers use various means to address such equity issues.

Explain **THREE (3)** types of equity and how to deal with equity issues.

(10 marks)

[Total: 25 marks]

QUESTION 4

- a. Sarah, the Human Resource Manager, has long worked with a retail company in Melaka. During the 10 years of employment, she has seen how the company has grown up. Recently, the top management realized that they are experiencing high turnover. Therefore, the top management has assigned Sarah to look into this issue. Suggest **THREE (3)** job evaluation methods to help Sarah solve this problem.

(15 marks)

- b. Explain **TWO (2)** methods used for gathering job analysis data.

(10 marks)

[Total: 25 marks]

End of Paper